

ANNUAL PERFORMANCE REPORT

MISSOURI PART C



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Department of Elementary and Secondary Education
Division of Special Education

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Part C State Annual Performance Report (APR) for 2007-08**Introduction to the Annual Performance Report:**

This Annual Performance Report (APR) covers federal fiscal year 2007 which is the state fiscal year 2008 (July 1, 2007 through June 30, 2008). The time period covered by this report is referred to as “2007-08” to eliminate confusion due to the differing state and federal fiscal year terminology.

Missouri’s early intervention program, First Steps, is operated through contractual agreements in ten (10) regions across the state and a contracted Central Finance Office (CFO). The ten regional offices are known as System Points of Entry (SPOE) and they provide service coordination, evaluation and eligibility determination, as well as all local administrative activities for the program. The Department of Elementary and Secondary Education (DESE) is the lead state agency for the program.

The state contracts with a single entity in each region to fulfill the SPOE function. Independent providers enroll with the CFO and provide direct services to children and families as directed by Individualized Family Service Plans (IFSP). During the 2007-08 reporting period, approximately 40% of the families in First Steps received their service coordination through the Department of Mental Health (DMH) regional center system. The remaining 60% of service coordination was provided by the SPOE. The time period covered by this report is the last year the state shared service coordination responsibilities with the (DMH). Beginning in the 2008-09 fiscal year the SPOE contractors will provide service coordination for all First Steps families.

Overview of the Annual Performance Report Development:

This APR was developed with review and input from the State Interagency Coordinating Council (SICC) and the regional early intervention programs, as was the State Performance Plan (SPP). The initial discussions regarding data for this report occurred during statewide meetings held on September 4, 2008. On October 10, 2008, the regional contractors and the SICC reviewed a preliminary draft of the SPP/APR data. These groups were asked to provide feedback to the Department so that recommendations could be considered and incorporated into the final document prior to the scheduled review of the final draft at the January 9, 2009 SICC meeting. At this meeting the SICC approved the report and accepted it as their annual report.

Public Dissemination and Reporting: Missouri’s SPP and APR are available for public viewing on the DESE website at <http://dese.mo.gov/divspeced/SPPpage.html>. This webpage also provides a link to the public reporting by SPOE. These forms of reporting allow the public to review the state’s SPP targets and be aware of any progress/slippage at the state and local levels.

In addition to the annual reporting of the APR, DESE reports annually to the regional SPOE offices and the SICC on progress/slippage made across the state during the previous year on meeting the state’s targets as addressed in the State Performance Plan (SPP). During these discussions indicators are examined and evaluated related to the improvement activities described in the SPP. Data are tracked and reviewed periodically during the year to identify current trends that may require immediate technical assistance to individual regions within the state.

The SICC certifies this APR report as their annual report to the Governor and the Secretary of the U.S. Department of Education.

Evaluation of SPP Improvement Activities: The Division of Special Education began work with the North Central Regional Resource Center (NCRRC) in November 2007 to develop a plan for evaluating the implementation and impact of all SPP Improvement Activities. The NCRRC trained Division staff in a model for evaluating improvement activities. Using this model, division staff developed an evaluation plan for the improvement activities for C to B transition (Indicator 8). Preliminary changes to the improvement activities as a result of this work are reflected in the SPP submitted with this APR. Division staff will continue to work during 2009 to develop evaluation plans for other SPP indicators.

Regional Technical Assistance: DESE employs five area directors to work as a program unit within the field. Each area director provides direction, training and problem solving for two contiguous SPOE regions. They also function as the statewide technical assistance unit for the program which

enables the lead agency to provide a consistent message to the early intervention community. The area directors are supervised by the coordinator of the First Steps Program, who is also employed by DESE.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services.

FFY	Measurable and Rigorous Target
2007-08	100% of infants and toddlers with IFSPs will receive the early intervention services on their IFSPs in a timely manner

Actual Target Data for 2007-08:

At 89.9%, Missouri did not meet the 100% target for this indicator, but did show significant progress from the previous year.

Children Receiving Timely IFSP Services

	2005-06	2006-07	2007-08**
Children Receiving All IFSP Services within 30 Days	N/A	N/A	1,383
Children Receiving All IFSP Services with Acceptable Reasons for Delay in Initiation of Services*	N/A	N/A	266
Total Children Receiving All IFSP Services within 30 Days or with Acceptable Reasons	1,391	2,416	1,649
Total Children Receiving IFSP Services*	2,016	2,964	1,834
% of Children Receiving All IFSP Services within 30 Days*	69.0%	81.5%	89.9%

* Both the children receiving all services within 30 days (numerator) and the total children receiving IFSP services (denominator) include children whose delays in initiation of services were due to exceptional family circumstances. See explanation below for more information.

** Data reported for 2007-08 above are for five of the ten SPOEs in the state. Beginning in 2007-08, the ten SPOEs have been divided into two sets of five for monitoring purposes. Each set will be monitored on a two-year cycle. Each set of five SPOEs is considered to be representative of the state as a whole since urban and rural areas are covered in each set.

“Children Receiving All IFSP Services within 30 Days” is determined by comparing the first date of service for each service type to the date of parental consent for the service. The date of parental consent is assumed to be equivalent to the IFSP meeting date. If one or more services on the child's IFSP were started more than 30 days after the meeting date without an acceptable reason or if the child received a

'No Provider Available' (NPA) authorization for a service that was not then provided within the 30 days, the child is not counted as receiving all IFSP services within 30 days.

Beginning in 2007-08, the web system required Service Coordinators to enter reasons when a child's first service was initiated more than 30 days after the date of parental consent ("first service" refers to the initial authorization of any early intervention service). The reasons include: 1) Parent/Child Delay; 2) Team Decision; 3) Service Coordinator Delay; 4) Provider Delay; and 5) Authorization/Billing Issue. Acceptable reasons include: Parent/Child Delay; Team Decision; and Authorization/Billing Issue. Team Decisions which indicate that the IFSP Team decided the initiation of services should not commence within the first 30 days after the team meeting are considered acceptable reasons. Authorization/Billing issues indicate that the service actually did begin within 30 days; however, an issue with the entry of an authorization or the provider's billing for the service made it appear as though the service did not start within 30 days. The table below shows the distribution of reasons and indicates that approximately 25% of reasons are not acceptable.

Reasons for Untimely Service	
Authorization/Billing issue (no actual delay in provision of services)	12.43%
Parent/Child delay	43.71%
Provider delay	22.22%
Service Coordinator delay	2.19%
Team decision	19.44%

In order to understand the data for this indicator, it is important to note that in Missouri's data system, a service is listed as an "authorization." In the system, the IFSP addresses the services that will be provided to the child and family as an open authorization for the designated provider to use when billing the state system for the services provided. A "No Provider Available" (NPA) authorization means that the service listed on the IFSP does not have a provider assigned to implement the service. In some cases these authorizations are changed to a specific provider within 30 days of the IFSP development and in others the NPA authorization continues on the IFSP for a greater period of time.

DESE examined the data by region and service type to account for the children who did not receive timely services and did not have acceptable reasons for the delay. 1,834 children were included in this analysis and, excluding NPA authorizations, represented a total of 3,349 first services delivered during 2007-08. Timely first services by SPOE ranged from approximately 77% to 89% with minimal variations across several SPOEs. The majority of the NPA authorizations are seen in regions that represent significantly rural areas of the state. The SPOE region most affected by NPA authorizations covers the southeast portion of the state. In this region, nearly all of the unacceptable initiation of services was due to provider availability issues.

An analysis by service type showed that the four most prevalent services (Speech Language Pathology, Special Instruction, Occupational Therapy and Physical Therapy) were relatively close in overall timeliness with the average number of days until initial provision of services ranging from 18.62 to 20.08 days. Low-incidence services (e.g., Nutrition Services and Audiology Services) were less timely in implementation with the average number of days until initial provision of service being 25.94 and 27.50 days, respectively.

Actual delays in initiation of services ranged from one day to seven months beyond the 30 day threshold. Nearly half of the delays were less than ten days with an additional 20% within 20 days. The longest delays were due to scheduling difficulties where either the family could not be contacted despite ongoing efforts to do so or there were significant scheduling issues between providers and families.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Data reported in this APR shows significant improvement over the data reported in the previous APRs. While the state is not at the target of 100% compliance, an improvement of nearly 10% is reported. The

most significant factor for this improvement was the development of a methodology to obtain the information needed to determine if delays were due to acceptable reasons.

The First Steps program recognizes the importance of timely services and takes every action possible to ensure that children and families receive the required services as soon as possible; however, if delays occur because of provider shortages or other administrative reasons not attributable to the parent or child, compensatory services are discussed and implemented as directed by the IFSP team. As a result, compliance with this indicator increased significantly in 2007-08.

Improvement activities for the 2007-08 year included the following:

- Conduct regular data reviews to evaluate Service Coordinator contacts with families in SPOEs/Regional Centers that have delayed service provision. Determine if the reason for delay is a service coordination or provider issue. Specifically, look at services with highest percentages of delays. Implement strategies/sanctions for correction of delay based on the information found. If/when non-compliance is identified, deploy Area Directors to assist in developing and implementing corrective actions
- Develop and implement Transdisciplinary Service Training for Service Coordinators and providers
- Review/revise training materials for providers to address their decisions related to initiation of services after initial IFSP decisions to authorize specific services

Discussion of these improvement activities follows:

Data reviews: The First Steps Area Directors and SPOE Directors conducted periodic reviews of the information entered in the web system regarding the provision of timely services. The reviews focused on the appropriateness of the selection of reasons for untimely initiation of services based on the case notes entered in the system by the Service Coordinators. In addition, periodic data reviews were conducted by the lead agency to determine needed technical assistance activities for specific region(s) of the state. This technical assistance was designed to assist the local program in analyzing their data and to determine the focus of their improvement activities. Data related to the provision of timely services have been added to the Key Indicators report in order to enable the SPOE to better assess performance on this indicator.

During 2007-08, the lead agency staff hosted quarterly statewide meetings of the SPOE Directors to discuss operational issues within the program. These meetings included general discussion regarding procedures for improving each region's performance with the SPP indicators, meeting the state targets and implementing the improvement activities.

Transdisciplinary Service Training: Initial statewide training on the primary provider model and team approaches to early intervention services was conducted in February and March 2007. Follow-up training was conducted in March 2008. One hundred selected providers attended the two-day training with Dr. Robin McWilliam from Vanderbilt Children's Hospital. This training focused on supporting organized provider teams as they began implementation of the model for Missouri's program.

DESE solicited proposals from several SPOE contractors to implement the team approach in several areas of the state. Two pilot proposals were supported and implementation of a team approach began in those regions during 2007-08. Most regions in the state have adopted some degree of transdisciplinary service delivery and continue to expand that methodology as new teams are formed and gain experience with the model. This approach is expected to improve the provider availability issues in our rural areas.

The First Steps area directors have developed written guidance documents defining Missouri's model and continue to train individual teams in the implementation of the model. In August 2008, the five area directors attended a week-long training with Dr. McWilliam in Nashville, Tennessee on Routines-Based Interviews (RBI) and are working toward certification to be RBI trainers in Missouri. They continue to support the development and training of individual teams across the state.

Review/revise training materials and technical assistance: In July 2007, the First Steps web system was modified to collect reasons for untimely initiation of services. The reasons available for selection include 1) parent/child reason, 2) Service Coordinator reason, 3) team decision, 4) provider

delay and 5) authorization/billing issue. Prior to this, there was no systematic way to determine whether delays in implementation were acceptable. The First Steps Area Directors developed written guidance on Timely Services that outlined the definitions of the five reasons and how Service Coordinators would enter reasons for untimely services. The Area Directors met with SPOE and DMH Service Coordinators in January/February 2008 to review this guidance.

Correction of Previous Noncompliance: See Indicator 9 for an explanation of why there were no findings of noncompliance issued in 2006-07. Since there were no findings issued in 2006-07, there is no correction of noncompliance to report in this APR.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions were made to targets or improvement activities in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 2: Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement: Percent = [(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children) divided by the (total # of infants and toddlers with IFSPs)] times 100.

FFY	Measurable and Rigorous Target
2007-08	95.0% of infants and toddlers with IFSPs will primarily receive early intervention services in the home or programs for typically developing children

Actual Target Data for 2007-08:

Missouri exceeded the 2007-08 target for this indicator with 97.8% of children served in the home or programs for typically developing children.

Primary Setting for children under 3 years of age with active IFSPs	12/1/2005	%	12/1/2006	%	12/1/2007	%
Home	3,120	92.4%	2,935	91.3%	3,181	91.9%
Program Designed for Typically Developing Children (Community Setting)	152	4.5%	198	6.2%	204	5.9%
Total	3,272	96.9%	3,133	97.4%	3,385	97.8%
Program Designed for Children with Developmental Delay or Disabilities	72	2.1%	58	1.8%	54	1.6%
Service Provider Location	7	0.2%	0	0.0%	5	0.1%
Hospital (Inpatient)	22	0.7%	14	0.4%	9	0.3%
Other Setting	2	0.1%	9	0.3%	6	0.2%
Residential Facility	1	0.0%	2	0.1%	1	0.0%
Total Other		3.1%		2.6%		2.2%
Total		100.0%		100.0%		100.0%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Primary setting data in Missouri continues to show a very high percentage of children served in their natural environment. The data are supported by results of monitoring reviews which confirm that the decision-making process regarding service settings is appropriate and in compliance with regulatory requirements.

Improvement activities for the 2007-08 year included the following:

- Implement regular data reviews and analyze service location data by region, demographic variables and service types in order to target specific areas, groups, services or provider agencies
- During the data review process, assign Area Directors to investigate specific agencies where there is a high level of services in a special purpose center and assist in development and implementation of improvement plans or corrective actions where necessary

Discussion of these improvement activities follows:

Data reviews: Data on service settings continue to be reviewed by the Division. Providing services in the natural environment is a priority in the First Steps system, and its importance is understood by all staff working within the program. The data on location of services were reviewed throughout 2007-08 with the vast majority of services being provided in the natural environments.

Data investigations: While these data continue to show a very high percentage of children served in the natural environment, DESE and SPOE staff continue to review these data on an ongoing basis. Should the data indicate a need for investigation, the First Steps Area Directors would be directed to look into the situations. In order to ensure that IFSP teams are making individualized decisions regarding the settings in which infants and toddlers receive early intervention services, monitoring activities include the review of justification statements in the event that services are provided outside of the natural environment.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 3: Percent of infants and toddlers with IFSPs who demonstrate improved:

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/ communication); and
- C. Use of appropriate behaviors to meet their needs.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement: See State Performance Plan

FFY	Measurable and Rigorous Target
2006-07	See State Performance Plan

Actual Target Data for 2007-08:

Not Applicable for the 2007-08 APR – See the Missouri State Performance Plan at www.dese.mo.gov/divspeced/SPPpage.html

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Not Applicable – See the Missouri State Performance Plan at www.dese.mo.gov/divspeced/SPPpage.html

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

Not Applicable – See the Missouri State Performance Plan at www.dese.mo.gov/divspeced/SPPpage.html

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 4: Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

- A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families participating in Part C)] times 100.
- B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs) divided by the (# of respondent families participating in Part C)] times 100.
- C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

FFY	Measurable and Rigorous Target
2007-08	4A, 4B, 4C: 95% of parents will agree or strongly agree with the survey items

Actual Target Data for 2007-08:

The state met the 2007-08 targets for indicators 4B and 4C, with family survey data indicating 95.9% and 96.6% agreement, respectively. The state did not meet the target for 4A with an agreement rate of 92.7%.

Survey Instrument: The complete parent survey can be found at http://dese.mo.gov/divspeced/FirstSteps/documents/08AnnualSurvey_CFO.pdf.

For the 2008 administration of the survey, surveys were sent to all families receiving First Steps services (census methodology). The response rate for 2007-08 was 30.2%. The survey response rate for 2006-07 was 34.2%. Survey results follow.

Family Survey Data

- A. Percent of families participating in Part C who report that early intervention services have helped the family know their rights

Q10. I received information and explanations about our family's rights to file a child complaint.

	Family Survey 2007			Family Survey 2008		
Strongly Agree	484	48.3%	91.9%	440	48%	91.2%*
Agree	438	43.7%		396	43.2%	
Disagree	54	5.4%	8.1%	59	6.4%	8.8%
Strongly Disagree	27	2.7%		22	2.4%	

Q11. I received information and explanations about our family's procedural safeguards.

	Family Survey 2007			Family Survey 2008		
Strongly Agree	461	45.8%	92.8%	423	45.9%	94.2%*
Agree	473	47.0%		445	48.3%	
Disagree	59	5.9%	7.2%	42	4.6%	5.8%
Strongly Disagree	14	1.4%		11	1.2%	

***Average affirmative response for questions related to Indicator 4A: Average of 91.2% and 94.2% = 92.7%**

- B. Percent of families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs

Q24. Since being part of First Steps, I can work with professionals.

	Family Survey 2007			Family Survey 2008		
Strongly Agree	462	50.7%	96.5%	422	51.1%	96.9%*
Agree	418	45.8%		379	45.8%	
Disagree	26	2.9%	3.5%	18	2.1%	3.1%
Strongly Disagree	6	0.7%		7	1.0%	

Q25. Since being part of First Steps, I know how to advocate for what my child needs.

	Family Survey 2007			Family Survey 2008		
Strongly Agree	475	49.5%	94.8%	452	50.5%	94.9%*
Agree	435	45.3%		397	44.4%	
Disagree	40	4.2%	5.2%	40	4.5%	5.1%
Strongly Disagree	10	1.0%		6	0.6%	

***Average affirmative response for questions related to Indicator 4B: Average of 96.9% and 94.9% = 95.9%**

- C. Percent of families participating in Part C who report that early intervention services have helped the family help their children develop and learn

Q19. First Steps services give my family the tools to directly improve my child's development.

	Family Survey 2007			Family Survey 2008		
Strongly Agree	574	55.9%	96.3%	551	58.7	96.6%*
Agree	415	40.4%		356	37.9	
Disagree	29	2.8%	3.7%	23	2.5	3.4%
Strongly Disagree	9	0.9%		9	0.9	

***Affirmative response for question related to Indicator 4C: 96.6%**

OSEDA Survey and Analysis: As noted in the previous Annual Performance Report, DESE worked with the University of Missouri Office of Social and Economic Data Analysis (OSEDA) to evaluate the representativeness and reliability of the First Steps Family Survey. As a result of this collaboration, changes to the 2007 survey included the addition of new items designed to meet the reporting requirements for this APR and to enhance subsequent analysis of survey data. In addition, a split survey

methodology was used in 2007 to explore the use of sampling versus a census approach to gathering yearly data.

Several conclusions were drawn from analyzing the 2007 data from the split survey design:

- The two methods resulted in very similar rates of agreement
- No non-response bias was evident by using the census methodology
- Response rates by SPOE region did not differ between the two methodologies
- Survey results were representative of the state as a whole
- Either method (census or sample) is appropriate and produces valid and reliable data that adequately represent the population of the First Steps program.

For 2007-08, the census methodology was utilized and surveys were mailed to all families receiving First Steps services. An analysis of responses by SPOE indicates that response rates are comparable across the state.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Improvement activities for 2007-08 included the following:

- Use results of parent surveys to target parent training opportunities
- Develop a consumer report from survey responses focusing on a small number of key questions
- Develop a parent newsletter with goal of quarterly distribution
- Develop parent training opportunities, including face-to-face trainings, handbooks, DVD
- Consider the development of a family mentor system within First Steps

Discussion of these improvement activities follows:

Parent survey results: Missouri's Parent Training Information Center is the Missouri Parents Act (MPACT). MPACT's contract for 2008-09 includes parent trainings in targeted regions of the state. Topics for the trainings will be determined through analysis of the parent survey data and feedback from the local programs. These trainings will be a collaborative effort between representatives of the parent training and information center as well as lead agency staff. The intent of the training is to provide additional information to families on topical issues related to knowing and understanding their rights under Part C of IDEA, effectively communicating their child's needs and supporting their child's development and learning.

Consumer report from parent survey responses: As an additional part of the 2008-09 contract, MPACT will be analyzing family survey data focusing on a small number of key questions. The data will be included in parent newsletters as a consumer report and will be considered in developing other parent training opportunities.

Parent newsletter: An improvement activity to develop a parent newsletter was slated to begin in 2007-08; however the first edition of the Parent Connections newsletter was completed ahead of schedule and was disseminated in summer 2007. A second edition of the newsletter went to families in the early spring of 2008. This activity was included in the 2008-09 contract with MPACT. Each year four editions of parent newsletters will be published with topics determined from an analysis of the family survey data, program data and focus areas selected by the local programs and lead agency.

Parent training opportunities: During 2007-08, the lead agency prepared a packet on Part C to Part B transition to be provided to families as the Service Coordinator and family begin discussions about the transition from First Steps. This packet includes a video depicting the transition meeting and participation by early childhood programs at the local school district and community programs such as Head Start. The packet also includes a parent handbook covering basic information on the transition process. Local programs will collaborate with their Regional Interagency Coordinating Councils (RICC) to include additional information regarding local community resources in the packet, as appropriate.

Family Mentor System: This activity was not included in the current MPACT contract but may be considered in future years.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions were made to the targets or improvement activities in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 5: Percent of infants and toddlers birth to 1 with IFSPs compared to:

- A. Other States with similar eligibility definitions; and
- B. National data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to the same percent calculated for other States with similar (narrow, moderate or broad) eligibility definitions.
- B. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to National data.

FFY	Measurable and Rigorous Target
2007-08	0.76% of infants and toddlers birth to 1 will have IFSPs

Actual Target Data for 2007-08:

At 0.76% of children birth to age 1 served by Missouri's First Steps program, the state met the 2007-08 target.

Percent of Children Birth to Age 1 with IFSPs

	Dec-05	Dec-06	Dec-07
Child Count	547	500	617
Estimated Population*	77,970	78,424	80,673
Missouri	0.71%	0.64%	0.76%

* December 2007 Estimated Population from US Bureau of Census

States with Narrow Eligibility Criteria and National Data (Excluding At Risk)
December 2007 Birth to 1 Child Count / 2007 Population Estimates

MISSOURI	0.76%	Arizona	0.58%
National Data	1.01%	Connecticut	0.94%
		District of Columbia	0.28%
		Georgia	0.46%
		Idaho	1.91%
		Maine	0.71%
		Montana	0.98%
		North Dakota	2.12%
		Nebraska	0.78%
		Nevada	0.91%
		Oklahoma	1.17%
		Oregon	0.61%
		South Carolina	0.97%
		Tennessee	0.71%
		Utah	0.64%

Source: Data from <http://spp-apr-calendar.rfcnetwork.org/explorer/view/id/554>

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Due to an increase of more than 100 children birth to one served by First Steps, Missouri met the target established for 2007-08. This increase is attributed to an increase in referrals to the First Steps program in conjunction with the improvement activities described below.

Improvement activities for 2007-08 included the following:

- Analyze data to target referral sources with high percentage of inappropriate referrals, promote referrals from underserved populations and educate primary referral sources (NICU, PAT, pediatricians, CAPTA, Newborn Hearing Screening)
- Analyze RICC Child Find plans to determine impact of actions on locating additional eligible children
- Work with Early Head Start/Head Start to increase identification of and inclusion of children with disabilities in those programs
- Continue to support PAT National Center training of parent educators on appropriate FS referrals and serving families and children with special needs
- Investigate the possible ways that RICC child find efforts could be assisted by the state

Discussion of these improvement activities follows:

Referral Sources: A continuing area of concern for the state is the number of referrals received where children are found ineligible for the program. Although the eligibility rate has increased slightly over the past year, approximately half of all referrals do not receive an IFSP, either due to ineligibility, parent withdrawal prior to IFSP development or the inability to contact the family after the initial referral is made. Missouri's narrow criteria for demonstrated developmental delay is thought to be part of the reason for this high percentage of ineligible children; however, the need to educate the primary referral sources about the program's criteria and intent is of continued importance.

First Steps Area Directors and regional SPOE Directors participated in various state and local conferences related to early childhood intervention and education. Attendees receive information regarding the First Steps program, eligibility requirements and referral procedures.

Data show that the eligibility rates for the most prevalent referral sources (NICU/hospitals, Parents as Teachers and parents) have increased, with Parents as Teachers showing the highest increase over the past year.

RICC Child Find: For the 2007-08 reporting period, each Regional Interagency Coordinating Council (RICC) reported collaboration with Head Start offices, Parents as Teachers (PAT), local community hospitals and physician's offices, *Success by 6*, the Department of Mental Health and local early childhood programs. Specific activities included the improvement and distribution of print materials, developing community resource and attending early childhood and health fairs.

Early Head Start/Head Start: In spring 2008, the Department of Elementary and Secondary Education, in partnership with the Missouri Head Start Collaboration Office and the Missouri Department of Social Services began revising their Memorandum of Understanding (MOU). The purpose of this MOU is to support local efforts in providing collaborative high quality services to families of children with disabilities birth to five years in the areas of identification, evaluation, IFSP/IEP development, training, and transition. This MOU was completed and signed by the participating agencies in January 2009.

PAT National Center Training: Parents as Teachers (PAT) is a required program in every public school in Missouri. First Steps Area Directors and SPOE Directors assist the PAT National Center with facilitating a First Steps presentation at their annual special needs training for PAT educators as well as ongoing in-services for professional development. At these presentations, they share information regarding the First Steps program, including eligibility criteria, facilitating appropriate referrals and referral procedures. These presentations appear to be resulting in better referrals to First Steps from PAT as

evidenced by an increase in the eligibility rate from 37.0% for calendar year 2007 to 45.4% for calendar year 2008.

RICC Child Find Assistance: Missouri law at 160.932 RSMo (Revised Statutes of Missouri) established a child find coordinator pilot program in one region of the state, which is expected to be in place for three years. The RICC in this region is in charge of the position which started July 1, 2008. At the end of the three years, any successful activities identified through the pilot will be considered for replication statewide.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 6: Percent of infants and toddlers birth to 3 with IFSPs compared to:

- A. Other States with similar eligibility definitions; and
- B. National data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to the same percent calculated for other States with similar (narrow, moderate or broad) eligibility definitions.
- B. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to National data.

FFY	Measurable and Rigorous Target
2007-08	1.59% of infants and toddlers birth to 3 will have IFSPs

Actual Target Data for 2007-08:

At 1.45% of children birth to age 3 served by Missouri's First Steps program, the state did not meet the 2007-08 target but did see an increase over the previous year.

Percent of Children Birth to Age 3 with IFSPs

	Dec-05	Dec-06	Dec-07
Child Count	3,376	3,216	3,460
Estimated Population*	228,675	234,751	238,086
Missouri %	1.48%	1.37%	1.45%

* December 2007 Estimated Population from US Bureau of Census

States with Narrow Eligibility Criteria and National Data (Excluding At Risk)
Comparison of December 2007 Birth to 3 Child Count / 2007 Population Estimates

MISSOURI	1.45%	Arizona	1.81
National Data	2.48%	Connecticut	3.35
		District of Columbia	1.19
		Georgia	1.20
		Idaho	2.69
		Maine	2.38
		Montana	1.76
		North Dakota	3.29
		Nebraska	1.74
		Nevada	1.67
		Oklahoma	1.90
		Oregon	1.78
		South Carolina	2.14
		Tennessee	1.80
		Utah	1.92

Source: Data from <http://spp-apr-calendar.rfcnetwork.org/explorer/view/id/554>

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

While Missouri did not meet the target for this indicator, a significant increase was seen in the last year, both in the number and percentage of children served. As reported in the APR for 2006-07, the state contracted with a firm to review the state's eligibility criteria and develop a model to predict the percentage of eligible children that may require Part C services. The conclusions drawn from the study indicated that the current eligibility criteria in Missouri would place the child find goals within a range of 1.65 to 1.85 percent of the population ages birth to three. Overall, Missouri is still below the 1.65% threshold, however significant gain is evident in several SPOE regions, and the estimated child count for December 1, 2008 is more than 300 children higher than the December 1, 2007 count.

See the discussion for Indicator 5 for information about both the birth to 1 and birth to 3 groups.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting was conducted within Part C's 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed)] times 100.

Account for untimely evaluations.

FFY	Measurable and Rigorous Target
2007-08	100.0% of eligible infants and toddlers with IFSPs will have an evaluation and assessment and an initial IFSP meeting conducted within Part C's 45-day timelines

Actual Target Data for 2007-08:

While not meeting the target of 100%, the state, at 95.3% shows a very high percent of compliance with the 45-day timeline requirement.

45-Day Timeline Data

Initial IFSPs	2005-06	2006-07	2007-08**
# IFSPs with acceptable timelines*	2,332	2,388	1,478
Total IFSPs	2,566	2,510	1,551
% with acceptable timelines	90.9%	95.1%	95.3%

* "Acceptable timelines" includes those evaluations and initial IFSP meetings completed within the 45-day timeline as well as those that went over 45 days due to parent or child reasons. Both the IFSPs with acceptable timelines (numerator) and the total IFSPs (denominator) include children whose delays were due to exceptional family circumstances. See explanation below for more information.

**Data reported above are for five of the ten SPOEs in the state. Beginning in 2007-08, the ten SPOEs have been divided into two sets of five for monitoring purposes. Each set will be monitored on a two-year cycle. Each set of five SPOEs is considered to be representative of the state as a whole since urban and rural areas are covered in each set.

The following table provides detail on the reasons for exceeding the 45-day timeline. These reasons are required to be entered by Service Coordinators in the web system if a referral exceeds 45 days.

Reasons for Exceeding Initial IFSP Timelines (July 1, 2007 to June 30, 2008)	'Acceptable' Reasons	'Unacceptable' Reasons or No Reason Provided				Grand Total
	Parent/Child Delay	SPOE Delay	Provider Delay	Provider Availability Delay	No Reason	
Total	212	4	11	1	0	228
% of Total	93.0%	1.8%	4.8%	0.0%	0.0%	100.0%

Data showed that 98.9% (1,534 of 1,551) of Initial IFSPs occurred either within the 45-day timeline or had a Parent/Child delay for exceeding the timeline. Given the high percentage of reasons coded as Parent/Child Delay, DESE's Area Directors investigated case notes for a sample of children with Parent/Child Delay reasons to determine if those reasons were valid, meaning that the timeline delay was caused by hospitalizations, family vacations, or documented non-response from families. The review revealed that approximately 25% of the Parent/Child Delay reasons were not valid since SPOEs/providers were clearly responsible for the delay, or case notes did not sufficiently support why the parent/child contributed to the delay. For each of the SPOEs, the percent of invalid Parent/Child Delay reasons was applied to the total number of Parent/Child reasons, and the total acceptable number was reduced. This resulted in moving 56 children out of the acceptable reasons category and into the unacceptable reasons category. Therefore, DESE adjusted the timeline numbers to account for this as shown below.

45-Day Timeline Calculation Details	Prior to adjustment	Adjusted
Initial IFSPs	1,551	1,551
Initial IFSPs under 45 days	1,322	1,322
Initial IFSPs over 45 days with acceptable reasons	212	156
Initial IFSPs over 45 days with unacceptable reasons	16	72
Total under 45 days or with acceptable reasons	1,534	1,478
Percent under 45 days or with acceptable reasons	98.9%	95.3%

For children whose 45-day timelines were not met, the delays ranged from 1 to 52 days, with 60% having less than 15 days of delay. Another 31% of the delays were between 15 and 30 days and 9% of the delays were greater than 30 days.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

While the state did not meet the target of 100% for 2007-08, Missouri continues to see a percentage in compliance of over 95%.

Improvement activities for the 2007-08 year included the following:

- DESE will review data reports by SPOEs regarding 45-day timelines. SPOEs exceeding 45-day timelines are identified and actions are taken to facilitate correction including deploying Area Directors and requiring corrective actions
- Analyze data by location and child demographics in order to target technical assistance to areas/groups in need
- Analyze impact of transportation reimbursement, employment of providers and RICC/SPOE provider recruitment activities in order to track trends and target provider recruitment

Discussion of these improvement activities follows:

Data Reviews and Analysis: The improvement activities in the SPP are being revised in order to identify the specific barriers in meeting 45-day timelines and provide targeted technical assistance to each SPOE according to the barriers in that region. The current improvement activities involving data analysis will become the evaluation method for the new improvement activity.

Transportation Reimbursement and Provider Recruitment: DESE implemented a mileage reimbursement for providers traveling to the natural environment to provide services in February 1, 2007. In general, the transportation reimbursement did not have a significant impact on provider availability/recruitment. The transportation reimbursement remains in place, but this improvement activity is being removed from the SPP due to the limited impact on this Indicator.

Employment of providers has not been an option for the current SPOE contractors and would require a contract revision for SPOE regions. A pilot program began in April 2008 in a rural region of the state. This pilot program allowed the contractor to employ special instructors and contract with hospital providers. The impact will be assessed if/when data becomes available. This improvement activity is being removed from the State Performance Plan as a separate activity because it will be incorporated under the new improvement activity. If the availability of providers is identified as a barrier to meeting 45-day timelines, it will be addressed through technical assistance to the identified SPOEs.

Correction of Previous Noncompliance: See Indicator 9 for an explanation of why there were no findings of noncompliance issued in 2006-07. Since there were no findings issued in 2006-07, there is no correction of noncompliance to report in this APR.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets have been made in the State Performance Plan.

The improvement activities in the SPP have all been removed, and replaced by one designed to identify barriers to meeting 45-day timelines and target technical assistance toward those barriers. The current improvement activities dealing with data analysis will become part of the evaluation of the revised improvement activity. Also, an improvement activity to implement consistent screening, evaluation and assessment procedures across the state in order to meet 45-day timelines is being added.

These changes were presented to and accepted by the SICC at their January 9, 2009 meeting.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Indicator 8: Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:

- A. IFSPs with transition steps and services;
- B. Notification to LEA, if child potentially eligible for Part B; and
- C. Transition conference, if child potentially eligible for Part B.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = [(# of children exiting Part C who have an IFSP with transition steps and services) divided by the (# of children exiting Part C)] times 100.
- B. Percent = [(# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of children exiting Part C and potentially eligible for Part B where the transition conference occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.

FFY	Measurable and Rigorous Target
2007-08	100% of all children exiting Part C will receive timely transition planning by their third birthday

Actual Target Data for 2007-08:

The percent of compliance is 100% for 8A.

	Number of children	Number in compliance	Number out of compliance	Percent in compliance 2007-08	Percent in compliance 2006-07
A: IFSPs with transition steps and services	75	75	0	100.0%	92.7%

The results for 8A were gathered from reviews of 15 randomly selected files of children who exited the program during 2007-08 from each of five SPOEs. Beginning in 2007-08 the ten SPOEs have been divided into two sets of five for monitoring purposes. Each set will be monitored on a two-year cycle. Each set of five SPOEs is considered to be representative of the state as a whole since urban and rural areas are covered in each set.

The percent of compliance is 100% for 8B.

	Number of children in Sample	Number of Parents who refused consent	Number of Parents providing consent	Number of LEAs notified	Percent in compliance 2007-08	Percent in compliance 2006-07
B: Notification to LEA, if child potentially eligible for Part B	75	4	71	71	100%	90.9%

The results for 8B were gathered from file reviews of the same children referred to in 8A, who exited the program during 2007-08, and reflects the number of children with parental consent to notify the LEA.

Current state regulations require parental consent prior to notifying the LEA of Part C children who may be eligible for Part B services. These regulations provide for verbal or written consent to invite the LEA to the transition meeting. When consent is obtained, the LEA is invited to the Transition Meeting and either before, during or after the Transition Meeting the child's name, date of birth, and parent contact information, along with the current IFSP, including the transition plan, evaluations, and written reports within the last year from service providers, are given to the LEA.

While LEAs were not notified of all children in the sample, those for whom consent was received were all notified in accordance with state regulations, resulting in 100% compliance with this indicator.

The percent of compliance is 94.2% for 8C.

	Number of children	Number in compliance	Number out of compliance	Percent in compliance 2007-08	Percent in compliance 2006-07
C: Transition conference, if child potentially eligible for Part B	550	518	32	94.2%	78.1%

While not meeting the target of 100% for 8C, the state has significantly improved the percentage in compliance with transition planning requirements.

Results for 8C were gathered from a data review of children transitioning from Part C to Part B from July 1, 2007 to June 30, 2008 from the same five SPOEs as reviewed for 8A and 8B. Reasons were gathered for approximately 28% of the delayed transition conferences. Results showed that 54.1% of the delays were due to acceptable child/family reasons such as child or family illness, family vacation, etc. The total number of children with delayed transition conferences was then adjusted to account for these acceptable reasons. These exceptional family circumstances have been included in the numerator and denominator of the calculation for indicator 8C.

Current state regulations require that transition meetings must occur "six months prior" to the child's third birthday. Using the federal regulatory standard of at least 90 days prior to the third birthday, Missouri would have a compliance rate over 98%. During stakeholder discussions of this indicator, parents, providers and other early intervention professionals suggested that Missouri's current requirement for a transition meeting by age 2 ½ years may not be appropriate. Parents reported that they were not always ready to make decisions about transition plans until just before their child turned 3 years old. While they do discuss their options for services after their child's third birthday on an ongoing basis, many parents indicated that they were not ready to hold a transition meeting with the school district at 2 1/2 years; therefore, the state anticipates changing the current state regulations after the release of the final Part C federal regulations.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

The state met the 100% target for 8A. Indicators 8B and 8C did not meet the 100% target, but showed improvement from the previous year at 94.6% and 94.2% compliance, respectively.

Improvement activities for 2007-08 included the following:

- Update, implement and evaluate the Part C to Part B transition training for Part C and 619 personnel for technical assistance and corrective action purposes
- Monitor data reports and results of compliance monitoring in the area of C to B transition for targeting technical assistance
- Use State Improvement Grant (SIG) funds to develop and implement a new Transition Module

Discussion of these improvement activities follows:

Part C to B Transition Training: Comprehensive, statewide transition training will be conducted every other year and was held across the state in 2007-08. Individual SPOE regions, DMH regional centers and local school district early childhood special education staff were included in the training. With implementation of the new transition module, discussed below, it was determined that biennial face-to-face trainings would be sufficient to ensure full compliance with this indicator. Q & A documents were developed after the trainings and posted on the First Steps website at <http://dese.mo.gov/divspeced/FirstSteps/QandA.html#Transition>

Monitor data reports: Periodic data reviews of transition data allow the lead agency to provide targeted assistance to regions on an as-needed basis. This improvement activity has been re-worded in the SPP.

New Part C to Part B Transition On-line Module: Missouri used State Improvement Grant (SIG) funds to develop and implement a more comprehensive Transition Module addressing the Part C requirements as well as the significance of those requirements to early childhood special education under Part B. DESE collaborated with the early childhood department at a state university to assist with the development of this module. The module was completed in fall 2007 and is available at <http://campus.elearningmo.org/login/index.php>. To date, more than 400 SPOE personnel and early intervention providers have successfully completed this training.

In addition, during 2007-08, the lead agency prepared a family information packet on Part C to Part B transition. This packet includes a DVD depicting the transition meeting and participation by early childhood programs at the local school district and community programs such as Head Start. The packet also includes a parent handbook covering basic information on the transition process. These packets are provided to families as the Service Coordinator and family begin discussions about the transition from First Steps. Packets were also distributed to all school district early childhood special education (ECSE) programs. Each program will include additional information regarding local community resources in the packet, as appropriate. This packet has been added as an improvement activity in the SPP.

Correction of previous noncompliance: No noncompliance was identified during 2006-07. See indicator 9 for more information on the monitoring process.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets have been made in the State Performance Plan. One improvement activity related to the development and distribution of the family information packet has been added to the SPP. This addition was presented to and accepted by the SICC at their January 9, 2009, meeting.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 9: General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent of noncompliance corrected within one year of identification:

- a. # of findings of noncompliance
- b. # of corrections completed as soon as possible but in no case later than one year from identification.

Percent = [(b) divided by (a)] times 100.

For any noncompliance not corrected within one year of identification, describe what actions, including technical assistance and/or enforcement that the State has taken.

FFY	Measurable and Rigorous Target
2007-08	100% of noncompliance will be corrected as soon as possible but in no case later than one year from identification

Actual Target Data for 2007-08:

Since the initial redesign of Missouri's First Steps program in April 2002, the system has undergone several changes to address concerns of various constituencies. The state was initially divided into 26 System Points of Entry (SPOEs). That number has now been reduced to ten SPOEs. The most recent set of changes, including revised contractual responsibilities and the reduction in the number of SPOE regions, were initiated in 2005-06. These changes were designed to address identified problems in the system and, while we are seeing the benefits of those changes, the year following this transition required numerous adjustments as new agencies took over SPOE contracts and in many cases, new staff needed to be trained.

Due to the implementation of changes and reduction in the number of SPOEs, monitoring procedures were adjusted to accommodate the changes. The new SPOEs began operation in February 2006, and while no initial onsite monitoring was conducted during 2006-07, the new SPOEs were required to correct all identified non-compliance (reports issued prior to 2006-07) from the SPOE regions inherited as a result of the restructuring.

While onsite monitoring of the SPOEs was not conducted during 2006-07 and no findings were issued during 2006-07, the Department did monitor for 2006-07 timeline data with reports issued in 2007-08. The correction of noncompliance from those findings will be reported in the February 2010 APR.

Since no reports were issued during 2006-07, the only correction of noncompliance to report in this APR is related to a child complaint. Results are provided in the table below. The columns of the table are as follows:

- (a) # of Findings of noncompliance identified in 2006-07 – the total number of monitoring indicators found out of compliance across the providers reviewed
- (b) # of Findings from (a) for which correction was verified no later than one year from identification – the total number of findings of noncompliance corrected within one year from the date of the reports
- % of findings with correction within one year – the percent of findings of noncompliance corrected within one year

Indicator	General Supervision System Components	(a) # of Findings of noncompliance identified in 2006-07	(b) # of Findings from (a) for which correction was verified no later than one year from identification	% of Findings with correction within one year (b)/(a)
1: Timely Services	Monitoring: On-site visits, self-assessment, desk review, etc.	0	NA	NA
	Dispute Resolution	1	1	100%
2: Natural Environments	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
3: Early Childhood Outcomes	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
4: Family Capacity	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
5, 6: Child Find	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
7: 45-day Timelines	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
8A: Transition Steps and Services	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
8B: Transition Notification of LEA	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
8C: Transition Conference	Monitoring	0	NA	NA
	Dispute Resolution	0	NA	NA
Total		1	1	100.0%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

The state met the target of 100% for this indicator however this is based on a single child complaint. As noted above, no findings of noncompliance were issued during 2006-07. Beginning in 2007-08, the ten SPOEs in the Missouri First Steps system are on a two-year monitoring schedule with half of the SPOEs monitored every year. The 2008-09 APR, due February 2010, will report on the correction of noncompliance from reports issued during 2007-08. All noncompliance identified and findings issued during 2007-08 have already been corrected within the 12 month timeline.

Improvement activities for 2007-08 included the following:

- Revise sanctions in state regulations and provider contracts
- Provide targeted technical assistance by Area Directors to SPOEs/providers based on data reviews and other information
- Implement web-based system for monitoring and self-assessment purposes
- Fully implement IFSP Quality Indicators Rating Scale (QIRS) to assess IFSP quality

Discussion of these improvement activities follows:

Revise sanctions: Missouri did not change its state regulations or provider contracts in 2007-08, but will do so in conjunction with the finalization of the Part C federal regulations.

Targeted technical assistance: The lead agency employs First Steps Area Directors to assist SPOEs, Department of Mental Health (DMH), and Early Intervention (EI) providers with specific issues identified through data and compliance monitoring reviews. Throughout 2007-08, Area Directors gathered information and provided technical assistance as needed, to help ensure that providers and SPOE/DMH staff were informed about and operating under compliant procedures.

Implement web-based monitoring system: Missouri awarded a contract for the development of a web-based general supervision system (IMACS - Improvement Monitoring, Accountability and Compliance System) for both Part C and Part B in June 2006. Development of Part C components was completed in summer 2008 and includes the SPOE Program Planning, Quality Indicators Rating Scale (QIRS) reviews/data, compliance file reviews and corrective action plans.

IFSP Quality Indicators Rating Scale: The IFSP QIRS process was developed by lead agency staff, in conjunction with nationally recognized early childhood experts, to provide a “quality” evaluation instrument used to evaluate IFSPs. Throughout the year, the First Steps Area Directors provided training and technical assistance to each SPOE and DMH Service Coordinator regarding the QIRS process and expectations. In 2007-08, QIRS reviews were conducted in all SPOE regions and targeted technical assistance was provided on specific issues identified during those reviews.

The SPOE contracts require that the region receive an overall score on the QIRS review in the “acceptable” to “high quality” range or liquidated damages will be applied to the next year’s contract. For the 2007-08, all of the ten (10) SPOE regions received ratings at the acceptable level; therefore, no penalty was applied to the contract renewal for the 2008-09 fiscal year based on the QIRS review.

The Area Directors will review the QIRS results with each SPOE office and hold training activities targeted to continue strengthening the quality of IFSP development. These efforts are intended to ensure that all children and families receive high quality intervention services through the First Steps program.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = [(1.1(b) + 1.1(c)) divided by 1.1] times 100.

FFY	Measurable and Rigorous Target
2007-08	100% of signed written complaints with reports issued will be resolved within 60-day timeline or a timeline extended for exceptional circumstances

Actual Target Data for 2007-08:

During 2007-08, seven child complaints were filed, with six of them resulting in reports issued. All decisions (100%) were issued within 60 calendar days.

	2005-06	2006-07	2007-08
Complaints with reports issued	19	3	6
Reports within timelines	14	3	6
Reports within extended timelines	5	0	0
Percent issued within 60 day or extended timelines	100%	100%	100%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Improvement activities for the 2007-08 year included the following:

- Maintain current procedures to ensure continued compliance

DESE continues to use a database to record and monitor the timelines for issuance of child complaints. Reports are monitored to ensure that reports are issued within 60 days or, if not possible due to the nature of the complaint, appropriate extensions are made when necessary.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 11: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = [(3.2(a) + 3.2(b)) divided by 3.2] times 100.

FFY	Measurable and Rigorous Target
2007-08	100% of fully adjudicated due process hearing requests will be fully adjudicated within the applicable timeline

Actual Target Data for 2007-08:

During 2007-08, two due process hearing requests were received. One was resolved without a hearing and the other was fully adjudicated with the decision issued within timelines. Therefore, 100% of fully adjudicated due process hearing requests were fully adjudicated within the 30 day timeline.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Improvement activities for the 2007-08 year included the following:

- Maintain current procedures to ensure continued compliance

DESE continues to use a database to record and monitor the timelines for due process hearing requests. Missouri uses a 30-day timeline which does not provide for extensions.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 12: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = (3.1(a) divided by 3.1) times 100.

FFY	Measurable and Rigorous Target
2007-08	Missouri did not adopt Part B due process procedures for Part C.

Actual Target Data for 2007-08:

Not applicable as Missouri did not adopt Part B due process procedures for Part C.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Not applicable

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

Not applicable

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 13: Percent of mediations held that resulted in mediation agreements.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = [(2.1(a)(i) + 2.1(b)(i)) divided by 2.1] times 100.

FFY	Measurable and Rigorous Target
2007-08	Not set due to lack of baseline data

Actual Target Data for 2007-08:

There were no mediation requests during 2007-08.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Not applicable

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.

Part C State Annual Performance Report (APR) for 2007-08

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 14: State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: State reported data, including 618 data, State performance plan, and annual performance reports, are:

- a. Submitted on or before due dates (February 1 for child count, including race and ethnicity, settings and November 1 for exiting, personnel, dispute resolution); and
- b. Accurate (describe mechanisms for ensuring error free, consistent, valid and reliable data and evidence that these standards are met).

FFY	Measurable and Rigorous Target
2007-08	100% of State reported data will be timely and accurate

Actual Target Data for 2007-08:

The state met the 100% target for this indicator.

Missouri utilizes a variety of data sources to compile data for the Annual Performance Report and the Section 618 data. Sources include the following:

- WebSPOE system - WebSPOE is a web-based system used to maintain child level data for the First Steps program. Child level Information includes referral, evaluation, meeting and IFSP data. These data are used for the Section 618 child count, primary setting and exit reporting. WebSPOE is also used for APR Indicators 1, 2, 5, 6, 7 and 8
- Monitoring – data gathered through monitoring reviews are utilized for Indicators 8 and 9
- Dispute Resolution Database – the database is used to record information on child complaints, due process hearing requests, mediations and resolution sessions. The database is used to monitor timelines throughout the year, and data are used for the Section 618 Dispute Resolution table and for APR Indicators 10-13
- Others – See Indicators 3 and 4 for information about Early Childhood Outcomes and the First Steps Family Survey

APR – Part C

Missouri

Missouri utilized OSEP's scoring rubric to evaluate the accuracy and timeliness of data collected for 2007-08. The results follow:

APR Indicator	Valid and reliable	Correct Calculation	Total
1	1	1	2
2	1	1	2
3	1	1	2
4	1	1	2
5	1	1	2
6	1	1	2
7	1	1	2
8A	1	1	2
8B	1	1	2
8C	1	1	2
9	1	1	2
10	1	1	2
11	1	1	2
12	NA	NA	NA
13	1	1	2
Subtotal			28
Timely Submission Points (5 pts for submission of APR/SPP by February 2, 2009)			5
Grand Total			33

618 Table	Timely	Complete Data	Passed Edit Check	Responded to Data Note Requests	Total
Table 1 – Child Count Due Date: 2/1/08	1	1	1	1	4
Table 2 – Settings Due Date: 2/1/08	1	1	1	1	4
Table 3 – Exiting Due Date: 11/1/08	1	1	1	NA	3
Table 4 – Dispute Resolution Due Date: 11/1/08	1	1	1	NA	3
Subtotal					14
Weighted Total (subtotal x 2.5)					35

	Points Earned	Points Possible	Percent of Timely and Accurate Data
APR Total	33	33	100%
618 Total	35	35	100%
Grand Total	68	68	100%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Missouri met the target of 100% for timely and accurate state reported data. All 618 data and required reports have been submitted on or before the due dates. OSEP data reports, as well as data submitted in the SPP/APR are accurate as evidenced by the verification efforts described below.

Improvement activities for the 2007-08 year included the following:

- Continue data review process to target technical assistance and improve accountability for data entered in the child data system
- Continue to review and improve data verification process

Discussion of these improvement activities follows:

Data review process: As discussed throughout this document, monthly, quarterly and annual review processes all involve a review of data. These reviews are used to identify issues at an early stage in order to address and correct them proactively. Data will be used to target areas that SPOEs must address through program planning activities.

Data verification process: Missouri implemented the web-based child data system in the summer of 2005. This system captures virtually every data element in the Part C system and contains information from referral, eligibility determination and IFSP development. The system is compliance-driven; it requires critical data items and conducts edit checks on data to help ensure accuracy. The system supplies a large amount of data that can be reviewed at the SPOE and state levels for program evaluation and monitoring purposes. Much of the data for the SPP/APR comes from this system, and various data elements are monitored carefully and verified as necessary. One example is the verification of reasons for delays in meeting the 45-day timeline from referral to IFSP development.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2007-08:

No revisions to targets or improvement activities have been made in the State Performance Plan.